

RECEIVED  
CENTRAL FAX CENTER

JUL 08 2004

**OFFICIAL****Withrow & Terranova**Professional Limited Liability Company

Attorneys At Law  
Registered Patent Attorneys

*A High Technology Patent Practice***FACSIMILE TRANSMITTAL SHEET**

TO:	FROM:
Examiner Stefanos Karmia	Benjamin S. Withrow
COMPANY:	DATE:
PTO – Art Unit 3624	7/8/2004
FAX NUMBER:	TOTAL NO. OF PAGES INCLUDING COVER:
703-872-9306	10
PHONE NUMBER:	SENDER'S REFERENCE NUMBER:
703-308-1113	7000-147
RE:	YOUR REFERENCE NUMBER:
Response to Office Action	09/276,207

URGENT  FOR REVIEW  PLEASE COMMENT  PLEASE REPLY  ORIGINAL TO FOLLOW

**NOTES/COMMENTS:**

Attached please find the following documents related to the above-referenced application:

- 1) Response to the Office Action mailed April 8, 2004 (9 pages)

NOTE: The information contained in this transmission is privileged and confidential and intended ONLY for the individual or entity named above. If you should receive this transmission in error, please notify our office and return to the below address via the U.S. Postal Service.

201 SHANNON OAKS CIRCLE, SUITE 200

CARY, NC 27511

PH: (919) 654-4520

FAX: (919) 654-4521

RECEIVED  
CENTRAL FAX CENTER

JUL 08 2004

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: William C. Bullard  
Serial No. 09/276,207

Filed: 03/25/1999

For: **CAPTURING QUALITY OF SERVICE**

Examiner: Karmia, Stefanos  
Art Unit: 3624

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Sir:

**RESPONSE TO THE OFFICE ACTION MAILED APRIL 8, 2004**

In response to the office action mailed April 8, 2004, Applicant offers the following amendments and remarks. If any fees are required in association with this response, the Director is hereby authorized to charge them to Deposit Account 50-1732, and consider this a petition therefor.

**OFFICIAL**